

# Illinois Governor's Office of Health Innovation and Transformation

## Services and Supports Work Group

Wednesday, June 18, 2014 9:30 am – 11:00 am

Chicago: JRTC 9<sup>th</sup> floor; Springfield: Bloom Bldg

# Services and Supports Leadership



**Chair:** Lorrie Rickman Jones, Ph.D. – Senior Policy Advisor for Behavioral Health, GOHIT

Dr. Jones advises the Governor and state agencies on all policy matters concerning behavioral health. Prior to her appointment to this position, she served as Director of Mental Health, Illinois Department of Human Services for 8 years. Dr. Jones is involved with multiple organizations that establish mental health policy both on a state and national level, and serves as President of the Board of the National Association of State Mental Health Program Directors (NASMHPD) Research Institute and is a board member to the Council of State Governments Justice Center.



**Co-Chair:** Grace Hou – President, The Woods Fund of Chicago

Grace Hou leads a foundation whose goal is to promote social, economic, and racial justice through the support of community organizing and public policy advocacy that engages people who are most impacted. Her career has been dedicated to systems change improvement through public policy change, social services provision, community organizing, education, and philanthropy. Prior to this appointment, Ms. Hou served as Assistant Secretary for Programs of the Illinois Department of Human Services.

# Services and Supports Participation

**Total Members: 179**

**Total Organizations: 137**

## Organizations Represented Include

Advocacy Groups	Academic Institutions
Faith-based Organizations	Provider Organizations
Legislators	Insurers
Consulting Firms	Payers
Professional Trade Associations	Public Health Professionals
Foundations	IL State Agencies
Labor Organizations	IL Local Government Agencies

# Meeting Goals

- ✓ Review the ground rules for participation and the communication pathways for outcomes of this process
- ✓ Establish the Children's Services and LTSS subcommittees and introduce chairs
- ✓ Review the scope of work for the two subcommittees and identify the initial priorities
- ✓ Propose and receive feedback on principles and values

# Implementation Work Groups

## **Vision Statement**

Providing an open and participatory process for policy makers and stakeholders to advise the state on how best to implement Alliance for Health and Section 1115 Waiver innovations to improve health, improve health care delivery, and lower costs.

Work groups will address issues of stakeholder concern fairly and deliberately, and leverage the work of existing advisory groups.

# Services and Supports Charter

## Authority & Context

The Governor's Office of Health Innovation and Transformation (GOHIT), created by the Governor's Executive Order 14-01, is responsible for implementing the Alliance for Health Innovation Plan in coordination with the multiple State and federal agencies and private sector health care stakeholders involved in the Plan's creation. The Innovation plan includes the very important Section 1115 Waiver request to the Center for Medicare and Medicaid Services (CMS) in the Department of Health and Human Services. This waiver is essential to receive substantial new funding through the Medicaid program and affords the State flexibility to achieve its rebalancing work force, public health integration and technology objectives. This effort will require stakeholder engagement and support.

## Charge to the Alliance for Health and GOHIT

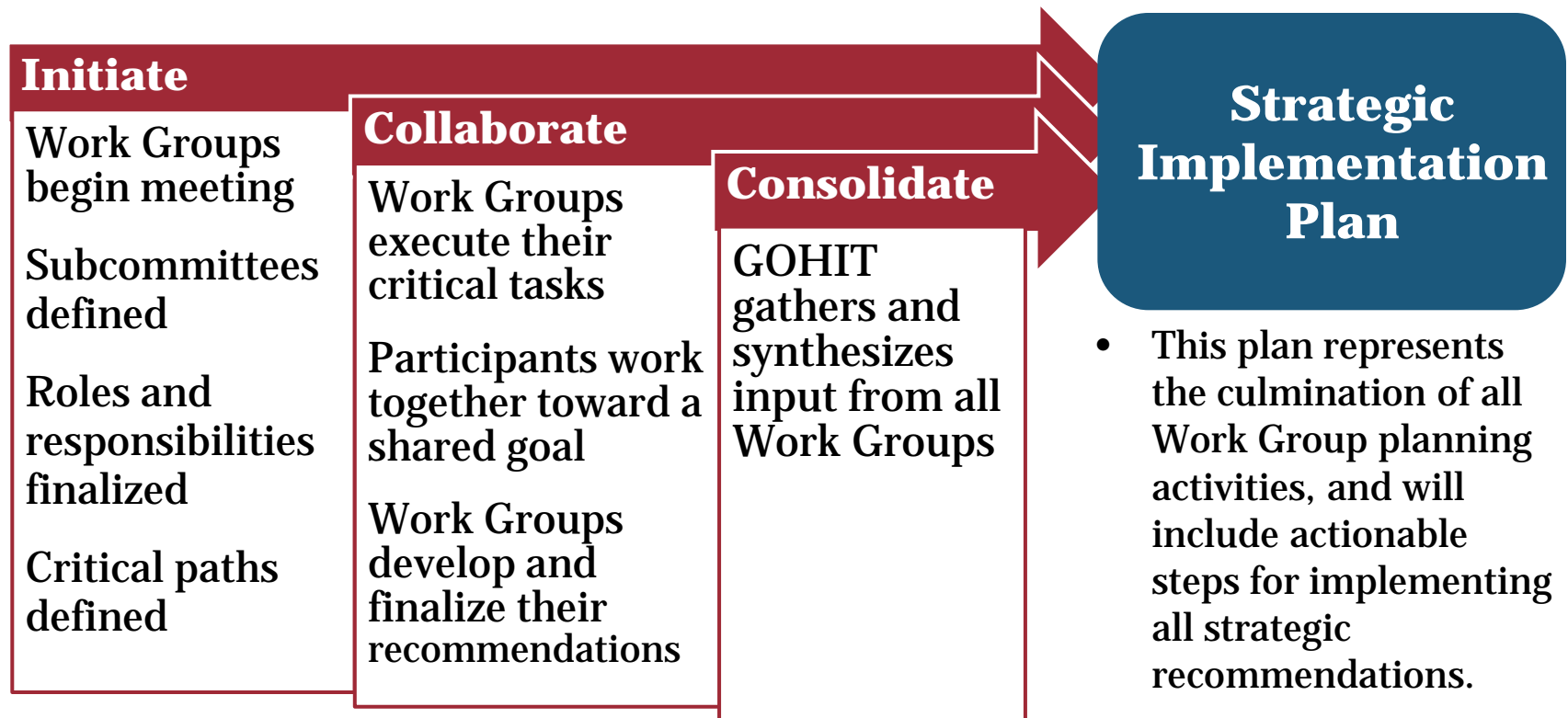
The Alliance for Health developed the Alliance for Health Innovation Plan out of a six-month planning grant awarded from the Center for Medicare and Medicaid Innovation. GOHIT is responsible for leading and coordinating implementation of the transformation principles in the Innovation Plan, including the 1115 Waiver, and supporting stakeholder engagement.

# Work Group Ground Rules

- Regular, active participation is essential to maintain progress and move recommendations forward
- Participants who miss meetings will be kept informed through meeting minutes
- Lend your expertise and share all relevant information
- Everyone has a chance to speak without interruption
- All ideas and opinions will be respected
- No one should dominate the conversation or topic
- Be open to new ideas
- Make decisions based on what is best for our customers
- Organizations that send more than one individual to a Work Group or Subcommittee should identify one person to act as the official spokesperson

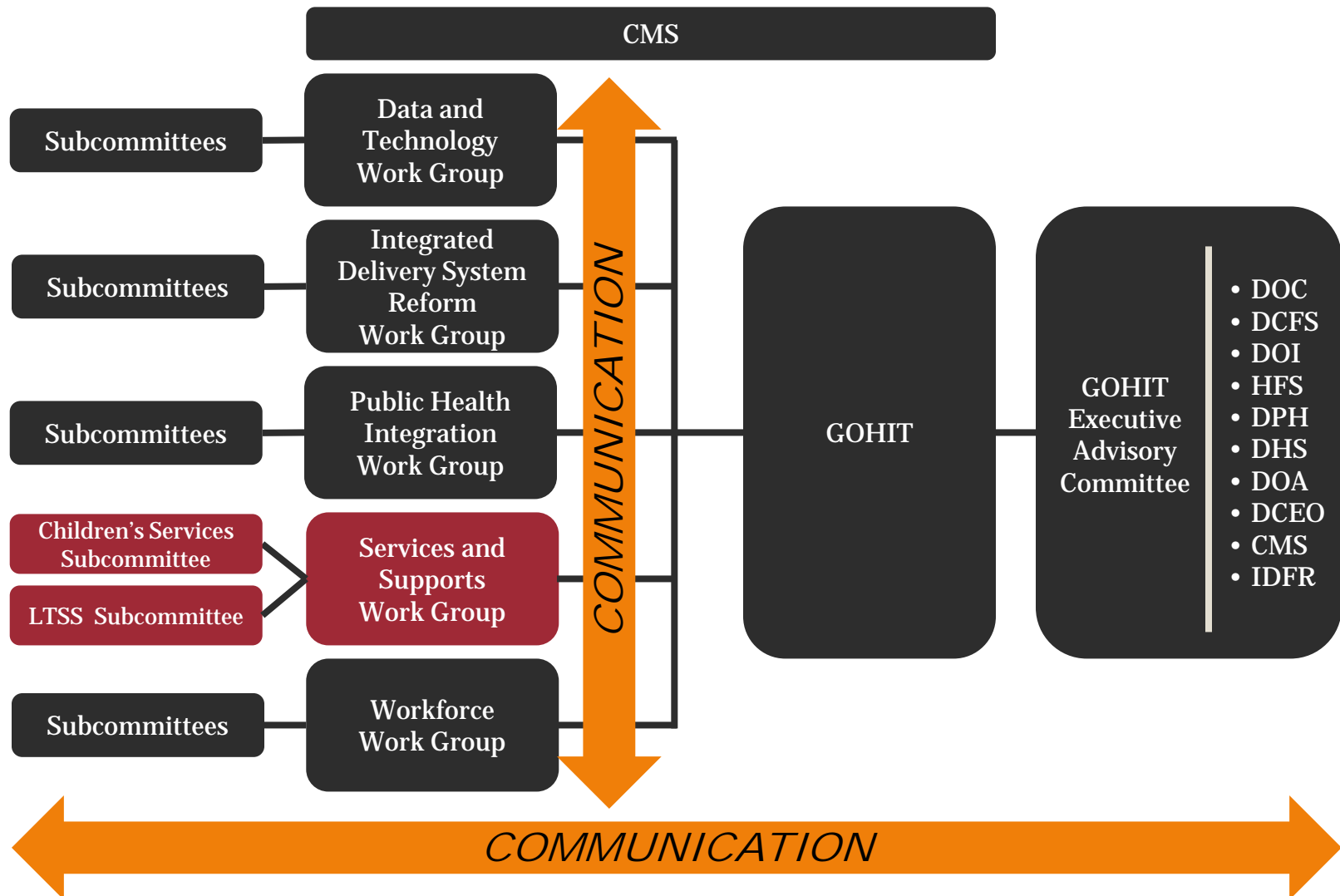
# Implementation Work Group Process

- The Implementation Work Groups will adhere to the following high level process as they work toward a common goal: the development of a Strategic Implementation Plan





# Organizational Structure



# The Subcommittees

## Children's Services

**Chair:** Deborah McCarrel

Deborah McCarrel is a licensed clinical social worker and lifelong public servant with a proven record of transforming state programs to better serve the people of Illinois. Over the course of her career, Ms. McCarrel has served in a variety of capacities at several state agencies. She worked to improve social service systems for the developmentally disabled at the Department of Mental Health and Developmental Disabilities; and improved food stamp employment and training programs under welfare to work reform at the Department of Public Aid.

## Long-Term Services & Supports (LTSS)

**Chair:** Lora McCurdy

Lora McCurdy, of the Department of Healthcare and Family Services (HFS), focuses her efforts on rebalancing initiatives. She is the project director of Balancing Incentive Programs (BIP), and Money Follows the Person. Ms. McCurdy also oversees Illinois' nine HCBS waivers. Prior to joining HFS, she was the policy director for the Illinois Association of Rehabilitation Facilities.

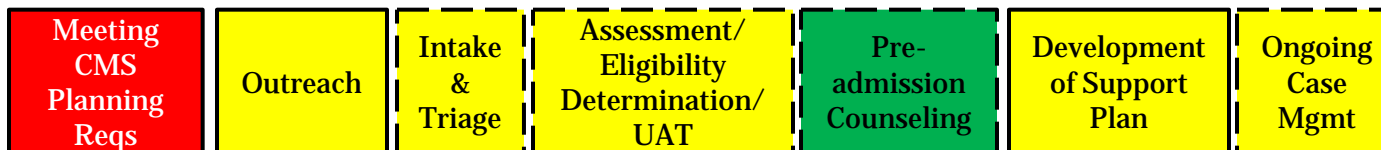
# LTSS Subcommittee

## Integrating HCBS Services/BIP

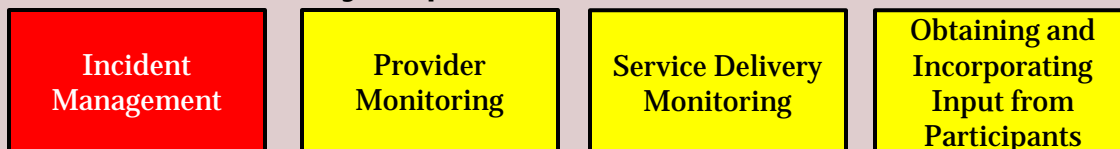
### Service Specifications



### Access Processes



## Continuous Quality Improvement

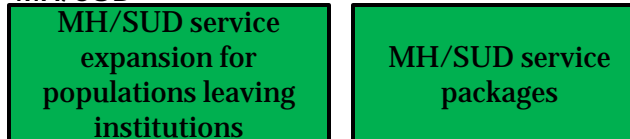


## Population Specific Issues

### IDD



### MH/SUD



### Legend

Phase 1

Phase 2

Phase 3

### Existing Stakeholder Input Efforts

BIP

MFP

### Cross-effort Considerations

- Implications for Managed Care
- Operations Changes
- Necessary Policy/Regulation Changes
- IT Functional Requirements

# LTSS Subcommittee



## **Subject Matter Expert (SME):**

Steven Lutzky, Ph.D. - President, HCBS Strategies, Inc.

Dr. Lutzky has extensive experience developing and evaluating home and community-based systems (HCBS) for individuals with disabilities and long term illness for states, the federal government, and private sector clients. He brings a business operations process perspective to the design, development, and evaluation of these systems. He has facilitated strategic planning efforts involving government staff, provider representatives, and individuals with disabilities and their advocates.

# Children's Services Subcommittee

## System of Care

### Entry and Access

Outreach & Engagement

Roles of Youth and Families

Pathways to Services & Supports

Screening Assessment/  
Evaluation Service Planning

### Service Array

Updating the service array, including evidence based and promising practices and all necessary levels of care

Financing models

## Provider Contracting and Network

Provider types and qualifications

Network adequacy

Contract monitoring, oversight and quality assurance

## Service Coordination Oversight and Quality Assurance

Inter-agency coordination strategies for Medicaid and non-Medicaid services and natural supports

Care coordination within the service delivery platforms

## Governance

Planning, governance and system management in accord with the service delivery platform(s) and "system of care" principals

### Legend

Phase 1

Phase 2

### Existing Stakeholder Input Efforts

- ICMHP – Behavioral Health Committee

### Cross-effort Considerations

- Implications for Managed Care
- Operations Changes
- Necessary Policy/Regulation Changes
- IT Functional Requirements

# Children's Services Subcommittee

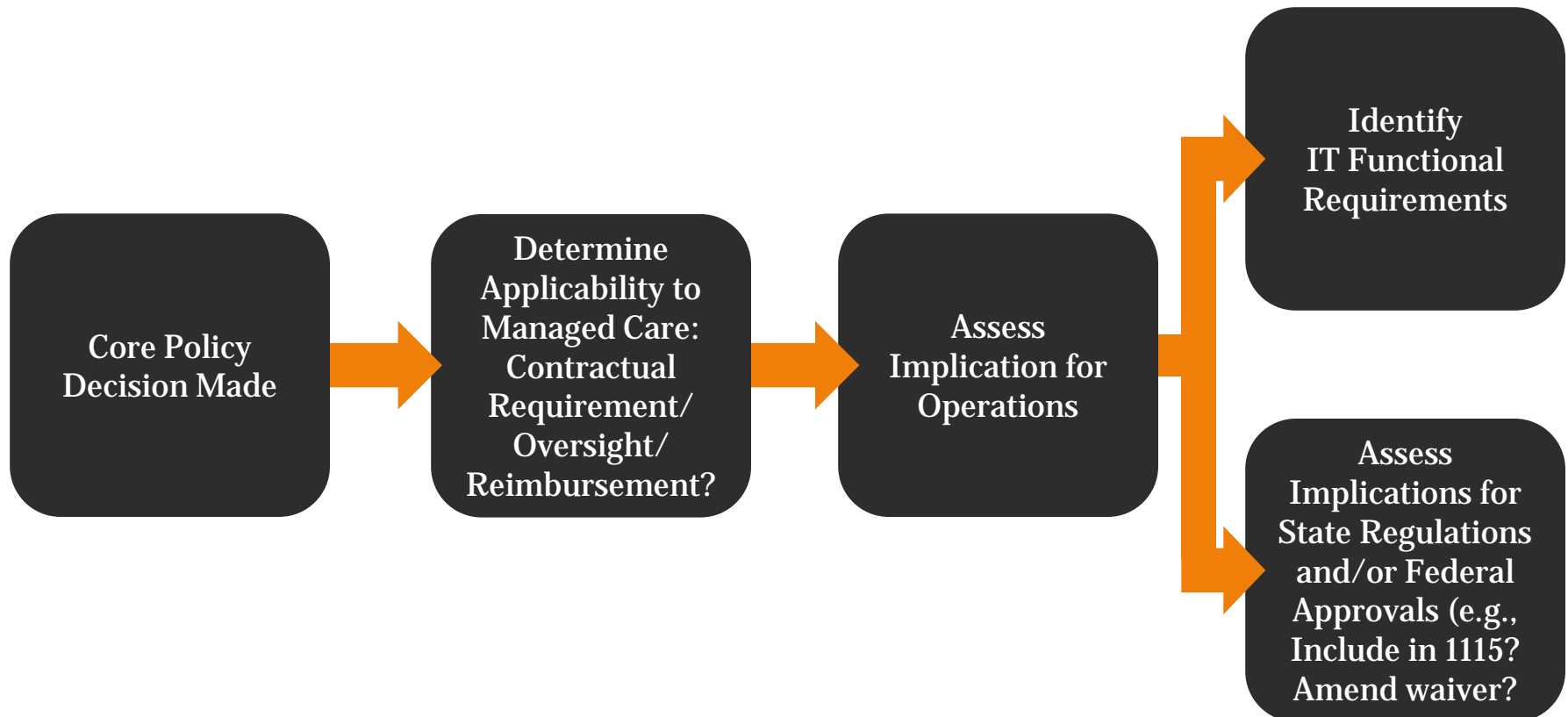
## **Subject Matter Expert (SME):**

**Sheila Pires - Human Service Collaborative, Wash., DC**

Sheila A. Pires, MPA, is a founding partner of the Human Service Collaborative of Washington, DC, a policy and technical assistance group specializing in child and family service systems. Ms. Pires has over 30 years of experience in national, state, and local government and non-profit agencies serving children, youth, and families at risk. She has held senior staff and management positions in the U.S. House of Representatives; the U.S. Department of Health, Education and Welfare; and the Carter White House. She co-chaired the children's mental health and substance abuse committee of President Clinton's Task Force on Health Care Reform, and co-authored the children's issue brief and policy recommendations for President Bush's New Freedom Mental Health Commission.

# Major Policy Decision Making

- All major policy decisions generated by the Services and Supports Work Group will be assessed according to the following process



# Proposed Values

In Illinois, we honor the dignity and worth of every individual.

Accordingly, we believe:

1. Consumer voice and direction are central to developing systems that are responsive to their needs. Their choices, aspirations, and beliefs must drive the service system. (**Consumer direction**)
2. Discrimination and stigma against individuals with specific needs is unacceptable and counterproductive. (**Fairness**)
3. Individuals and families have the capacity to identify their own strengths, needs and goals. (**Personal responsibility**)
4. Promoting social inclusion is the goal for services as consumers sustain their health and wellness with the support of their families and natural supports. (**Inclusion**)
5. All communities and populations have unique cultural characteristics that must be honored. (**Cultural diversity**)
6. All services must be high quality, accountable and aligned with the system's values. (**Quality**)



# Proposed Principles

Principals operationalize our values and help us realize our goal of providing quality, accessible, community-based care that provides a full range of options to individuals who seek our services. In Illinois, the following principles guide the design, delivery, and evaluation of all mental illness prevention, treatment, and recovery support services:

1. Services for individuals of all ages are person centered, strengths based, trauma informed, and culturally competent. Services are founded on evidence-based, evidence-informed, best, and emerging promising practices
2. Services are flexible, tailored, and provided in the least restrictive setting appropriate to the individual's needs
3. Adults with specific needs are provided with the support they need to live in mainstream housing and have real jobs that pay a living wage

# Proposed Principles (cont.)

4. Children and families have access to a broad, flexible array of effective services and supports that are integrated at the system level and individualized to each child's and family's needs
5. Individual and families are served wherever and whenever they present for care ("no wrong door")
6. Holistic approach to assessment process will enhance the linkage of consumers to services and supports and result in better health outcomes
7. Where conflict exists, firewalls and appropriate safeguards are established that assure consumer choice and protect consumer rights
8. Services are integrated to the greatest extent possible across specialty providers and primary care settings. Coordination extends to adult- and child-serving systems and to all systems that serve veterans and individuals currently or previously involved in criminal or juvenile justice systems
9. Outcomes are standardized and measured at the individual, provider, and service system level. Outcome data drives quality improvement efforts

# Next meetings:

- LTSS Subcommittee
  - TBD
- Children's Services Subcommittee
  - July 3, 2014
  - July 10, 2014
- Services and Supports Workgroup
  - August, 2014

# GOHIT Resources

- Anyone wishing to sign up for a Work Group/Subcommittee who has not yet done so should e-mail [GOV.GOHIT@illinois.gov](mailto:GOV.GOHIT@illinois.gov)
  - Please provide your name, title, organization, e-mail address and identify the Work Group/Subcommittee you wish to join
- Please submit all questions to:  
[GOV.gohit@illinois.gov](mailto:GOV.gohit@illinois.gov)
- Meeting materials will be posted here:  
<http://www2.illinois.gov/gov/healthcarereform/Pages/GOHIT.aspx>
- Governor's Office Health Reform  
[www.healthcarereform.illinois.gov](http://www.healthcarereform.illinois.gov)
- 1115 Waiver  
<http://www2.illinois.gov/gov/healthcarereform/Pages/1115Waiver.aspx>